Escalations

The notification component is an automated system that escalates notifications based on the following configurable parameters:

- Time delay between notification and acknowledgement
- Severity of problem for which the notification is being sent
- Notification schedules for onstaff administrators

If a notification goes unacknowledged for a period of time, that notification will be resent to the next contact on the escalation tree. The parameters for escalations and the contact lists are configurable by the customer. NOCpulse has also implemented a schedule interface to allow schedule rotations to be entered into the system. Notifications are automated based on those schedules.

When a notification reaches a certain point, a trouble ticket will be opened to track and further escalate the issue.

Communication Channels

NOCpulse has integrated the Telamon Telalert system to handle notifications to customers. In the event of a breach of a threshold, NOCpulse notifies customers through the following communication channels:

- Email
- Phone (IVR)
- Pager

If a customer requires additional notification communication channels, Telalert supports notifications through command line destinations and electronic sign boards. These channels are not widely used in the industry at this time, however. Though, the command line destination does allow for automation of processes for which NOCpulse and the customer write scritps that are triggered by certain notifications. Cool feature!

Detailed Notification Specifications:

Notification Configuration Interface Specifications
Threshold Specifications (What are the thresholds that can be set to trigger a notification)
Notification Specifications (What triggers a notification)
Telamon Specifications (What Telamon specs need to be doc'd)

24x7 Network Operations Center Services

The fourth core component of the NOCpulse IOSS is the staffed 24x7 Network Operations Center Services. NOCpulse maintains a 24x7 staff of NOC personnel to be on call for customer concerns and help desk issues. In addition, NOC personnel are monitoring customer sites real time and can assist in escalation issues and trouble ticketing in the event that customers do not acknowledge notifications.